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Frequently Asked Questions for: BugsysClub, PokerSchoolOnline and PokerPages

Live Help

Giving you Extraordinary Support is a top priority, which is why we have assembled all these Frequently Asked Questions (FAQ's).

If the FAQ's don't answer your question, please use our [Live Help](#), or email support:
BugsysClub: Support@BugsysClub.com
PokerPages: support@pokerpages.com
PokerSchoolOnline: support@pokerschoolonline.com

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<http://web.archive.org/web/20031002150501/http://www.bugsysclub.com/club/support/bugsyfaq.htm>

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General

- **What Age do I have to be to join and play on the Software?**

You must be the legal age of majority in your jurisdiction or at least 18 years of age (whichever is greater). No persons under this age limit are permitted to use the Software.

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- **I would like to play under different names; can I have more than one account?**

Users may only have one Account at the same site at any time, which is part of preventing Collusion. BUT- you can play at up to three games at the same time using that one account.

That said, you can have a separate account at PokerPages,

PokerSchool and BugsysClub but not more than one account at each site at the same time. Players with more than one account on a site will be asked to keep only one account, or if they are abusive may be asked to terminate all accounts.

The software will only allow you to play under one username per computer. You must log out of the software and log in again with another username if you want to use another username. If you attempt to launch a second instance of the program and login, you will be logged off of the first instance of the program.

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• **Can my friend and I play at the same table?**

In Ring Games and Satellites you can choose your table, so you can play with your friends. At tournaments players are randomly seated at tables, so you cannot be assured of sitting at the same table. If 2 people frequently sit at the same table with abnormal win rates, our collusion detection will trigger an investigation.

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• **Can I play at more than one table at the same time?**

Certainly. You are welcome to play at up to three different games' tables at the same time using your one account.

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• **Can I use a language other than English when chatting at the table?**

We welcome players from around the world, and are aware that for many people English is not their first language. However, at this time our policy only allows for English to be spoken at the tables.

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• **What are the 3 Tabs for on the Lobby of the Poker Software?**

The Tabs at the top of the Lobby Screen are for 3 sites you can play on from within the Poker Software, for your convenience.

Each site offers different promotions and has a distinct focus:

- **BugsysClub:** Real-Money Ring Games, Tournaments, Leagues & Heads-Up & Play-Money Ring Games.
- **PokerSchoolOnline:** Designed to improve your Poker Play through tutorials, articles, tests and Play-Money Tournaments, Leagues and Ring Games, with rankings to track your progress.
- **PokerPages:** Play-Money Tournaments and Satellites.

You can even use the same UserName and Password across all

3 sites if you want to. So once you register at each site, you can access any of the 3 sites using the same Poker Software.

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• **Why does the Poker Software look so familiar?**

BugsysClub (Real Money Play) has a license agreement to use the PokerPages Software which PokerSchoolOnline and PokerPages also use. In fact, once you've joined all 3 sites, you can play in all three from the same Poker software download.

If you are already a member of PokerSchoolOnline or PokerPages and have updated your PokerPages Software since the BugsysClub launched, you do NOT need to download the Software again. All you need to do is Register with BugsysClub (click 'Join BugsysClub' button on the Software's Login Screen and receive a small additional download).

If you haven't recently updated your PokerPages Software- now is the time, so you can check out the action at BugsysClub! Just say 'Yes' when asked to update your software.

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Download Software & Register

• **How do I Download the Poker Software and Register?**

[Click here](#) for detailed Download instructions.
Here's a quick overview:

1. Download a Software Installer executable file:

[BugsysClubSetup.exe](#) for BugsysClub) onto your desktop (default location).

[PPSsetup.exe](#) for PokerPages & PokerSchoolOnline

2. Install the software - run (click on) the Software Installer executable file.

3. REGISTER: double click on the (PokerPages/PokerSchoolOnline) or (BugsysClub) icon that the installer placed on your desktop. This launches the software. Then click 'Register' and select & complete info for which area you wish to join, either:

- **BugsysClub:** Real-Money Ring Games, Tournaments, Leagues & Heads-Up & Play-Money Ring Games.

- **PokerSchoolOnline:** Designed to improve your Poker Play through tutorials, articles, tests and Play-Money Tournaments, Leagues and Ring Games, with rankings to track your progress.

- **PokerPages:** Play-Money Tournaments and Satellites.

4. BugsysClub & PokerPages players- you need to activate